

Shipping, Fulfillment & Refund Policy

Thank you for your order! Please review our complete fulfillment process, timeline, and terms below.

1. Order Processing & Timeline

Our total order fulfillment process takes **2 to 4 weeks** from the date of submission, depending on current volume and demand.

We process all orders in three distinct stages:

- **Initial Review (1 to 3 Business Days):** We review your submitted order request for accuracy and details within 1 to 3 business days.
- **Digital Design (3 to 5 Business Days):** We will design and send the digital sample for review and requests for edits (only 2 free edits allowed per purchase).
- **Customer Approval:** We will email you the finalized request details for your review and explicit approval. Your prompt response prevents fulfillment delays.
- **Fulfillment (7 to 14 Business Days):** Once we receive your formal approval, your order is will be fulfilled in 7 to 14 business days and shipped.
- **Shipping Options (Transit Time After Fulfillment):**

Standard Shipping: Estimated 7 to 14 business days.

Express Shipping: Estimated 5 to 7 business days.

Delivery Disclaimer: All shipping windows refer strictly to transit time after fulfillment. Delivery dates are estimates only and are not guaranteed. **South Bay Ads is not liable for carrier delays or any consequential damages resulting from late deliveries.**

2. Shipping Costs & Rates

- **Calculated at Checkout:** Shipping costs are fixed, and may change in the future. We only ship in the United States.

3. Tracking Your Order

- **Confirmation Email:** You will receive an automated email confirmation as soon as your initial request is received.
- **Shipping Notification:** A final email containing your tracking number and carrier details will be sent once the package leaves our facility.

4. Revisions & Cancellations

- **Before Approval:** You can request changes to your order details at any time during the 2–5 day initial review window.
- **After Approval:** No modifications or cancellations can be made once you grant final approval and the order enters the 2–5 day fulfillment phase.

5. Refund & Return Policy

- **Customized Cards:** Due to the personalized nature of our customized cards, all sales are final. We cannot offer refunds, returns, or cancellations once you provide final approval and the order is fulfilled.
- **Damaged Items:** If your order arrives damaged, you must notify us within 3 days of receiving your package. You are required to provide clear photo evidence of the damage. Once verified, we will reprint and replace your order.